

Incident Report June_2011

As of 7/6/2011

Board of Pardons and Parole

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	Low	FCR Total
Board of Pardons and Parole	15	15
	12	12
Customer Company Total	15	15
	12	12

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	MIR Total
Board of Pardons and Parole	15 1	15 1
Customer Company Total	15 1	15 1

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
Board of Pardons and Parole	15 0.23	15 0.23
Customer Company Total	15 0.23	15 0.23

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents	
	Bottom Number - Missed Resolution	
	Low	MR Total
Board of Pardons and Parole	15 0	15 0
Customer Company Total	15 0	15 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	ATTR Total
Board of Pardons and Parole	15 0.35	15 0.35
Customer Company Total	15 0.35	15 0.35

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Detail

INC000000323292	Cheri Prince Metro C Help Desk	Application Ross Owen	Reporting Board of Pardons and Parole	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.98 2.39
INC000000323684	Cheri Prince Metro C Desktop Support	Application Tammy Black	Error Board of Pardons and Parole	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 0.59
INC000000325492	Dave Franchina Metro C Help Desk	Print/Copy/Scan/Fax Reed Stohel	Incident Board of Pardons and Parole	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.46 0.46
INC000000326250	Kym Chaplin Metro C Help Desk	Application Reed Stohel	Error Board of Pardons and Parole	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.46 1.25
INC000000327215	Kym Chaplin Metro C Help Desk	None Reed Stohel	None Board of Pardons and Parole	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000328357	Amanda Burr Metro C Help Desk	Network Reed Stohel	None Board of Pardons and Parole	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000328964	Amanda Burr Metro C Help Desk	Network Reed Stohel	Password Board of Pardons and Parole	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000332019	Clark A Harms Metro C Help Desk	Application Ross Owen	Error Board of Pardons and Parole	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000333644	Dave Franchina Metro C Help Desk	None Chuck Wilson	None Board of Pardons and Parole	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000334066	Kim Allen Metro C Desktop Support	Print/Copy/Scan/Fax Tammy Black	Error Code Board of Pardons and Parole	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.16
INC000000334503	Kym Chaplin Metro C Help Desk	PC/Laptop Chris Olson	Error Board of Pardons and Parole	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000337704	Kym Chaplin Metro C Help Desk	None Reed Stohel	None Board of Pardons and Parole	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338379	Alan Walker Metro C Help Desk	Network Chuck Wilson	None Board of Pardons and Parole	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000338872	Stacie Russell Metro C Help Desk	None Reed Stohel	None Board of Pardons and Parole	Offender Tracking Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000339694	Cathy Crawford Metro C Help Desk	None Ross Owen	None Board of Pardons and Parole	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00